

FIG. 1

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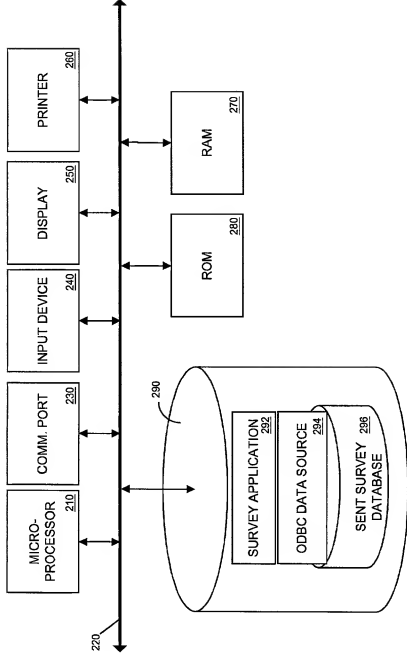


FIG. 2

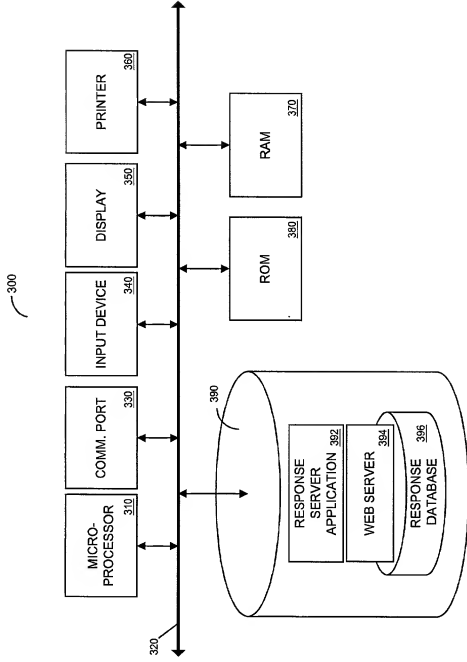


FIG. 3

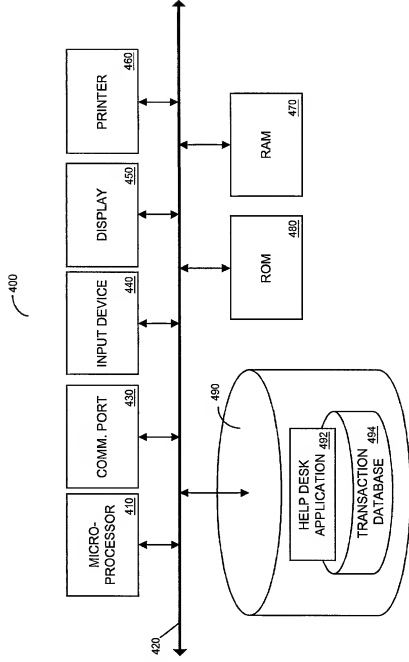


FIG. 4

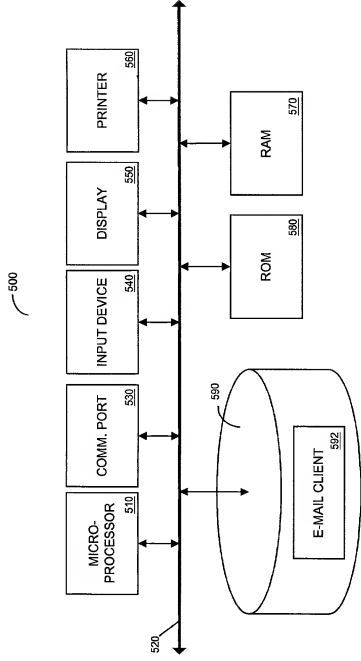


FIG. 5

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RESPONDENT ADDRESS ⁶⁰¹	TRANSACTION ID ⁶⁰²	TRANSACTION SERVER ID ⁶⁰³	SENT SURVEY ⁶⁰⁴	DATE SENT ⁶⁰⁵
AA@MAIL.COM	T07	HD01	SURVEY1	9/1/01
AA@MAIL.COM	T119	HD01	SURVEY1	9/17/01
AA@MAIL.COM	T07	HD08	SURVEY5	8/16/01
BB@MYMAIL.COM	T07	S03	SURVEY1	1/10/01
CC@POST.COM	T1473	S10	SURVEY7	7/24/01

FIG. 6

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TRANSACTION ID 701	TRANSACTION SERVER ID 702	SURVEY ID 703	RESPONSES 704	COMMENTS 705
T07	HD01	SURVEY1	Q1:1; Q2:3; Q3:1; Q4:Y	NONE
T07	HD08	SURVEY5	Q1:Y; Q2:N; Q3:Y; Q4:Y	TECHNICIAN SMITH
T07	S03	SURVEY1	Q1:4; Q2:5; Q3:5	EXCELLENT SERVICE
T119	HD01	SURVEY1	Q1:4; Q2:1; Q3:2; Q4:N; Q5:Y	NONE

FIG. 7

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TICKET ID 801	DATA AND TIME OPENED 802	PROBLEM 803	RESOLUTION 804	DATE AND TIME CLOSED 805	CLIENT 806
T07	8/17/01 9:31:41	CAN'T CONNECT TO SERVER	REPLACED NETWORK CARD	8/18/01 19:01:08	AA@MAIL.COM
T119	8/31/01 16:10:01	SYSTEM WON'T BOOT	RE-INSTALLED OPERATING SYSTEM	9/2/01 9:45:42	AA@MAIL.COM

FIG. 8

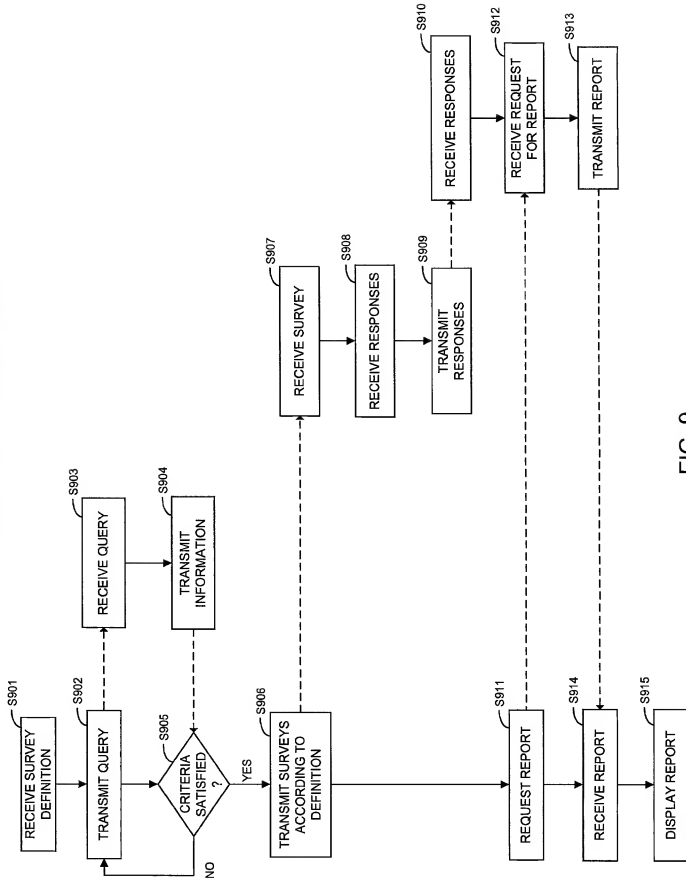


FIG. 9

1001079.10001

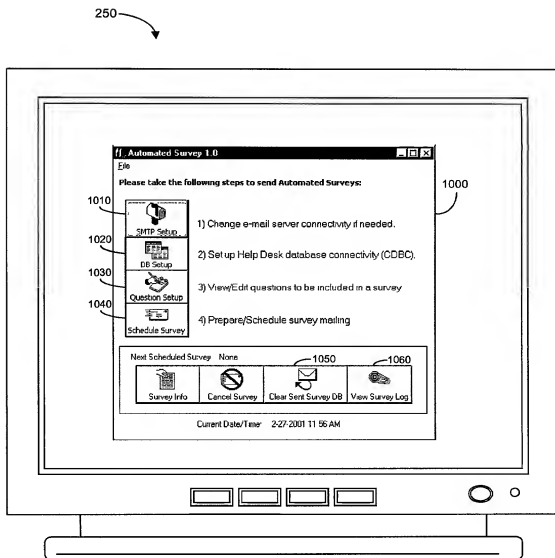


FIG. 10

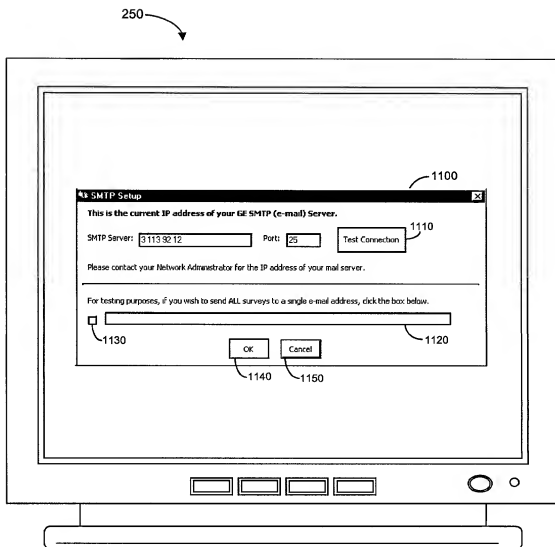


FIG. 11

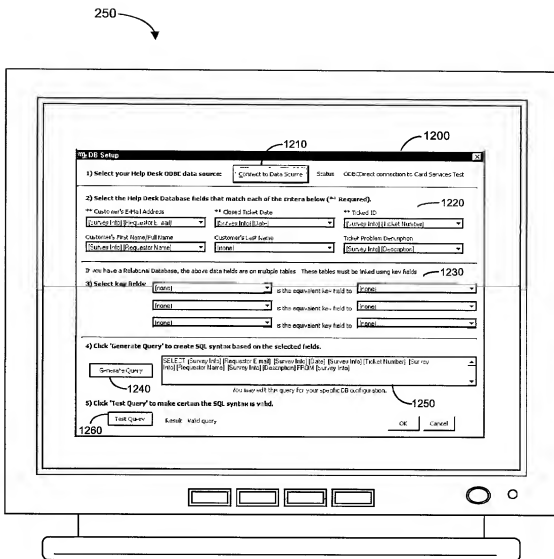


FIG. 12

250

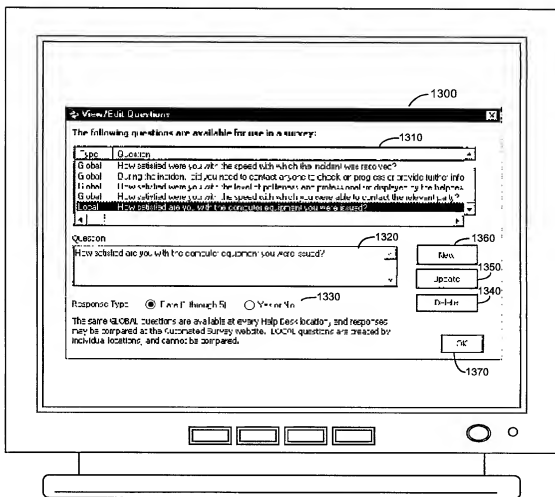


FIG. 13

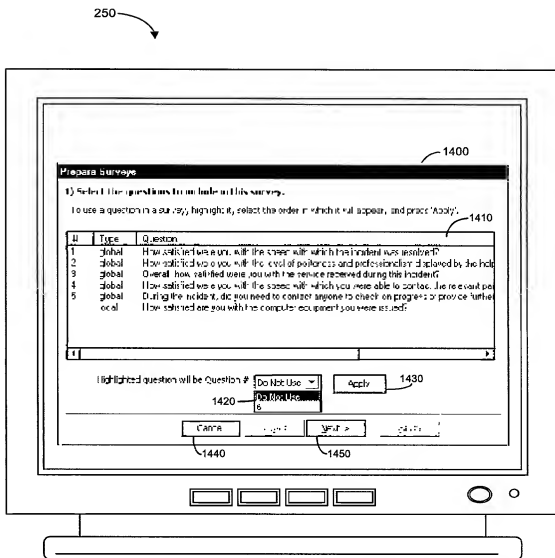


FIG. 14

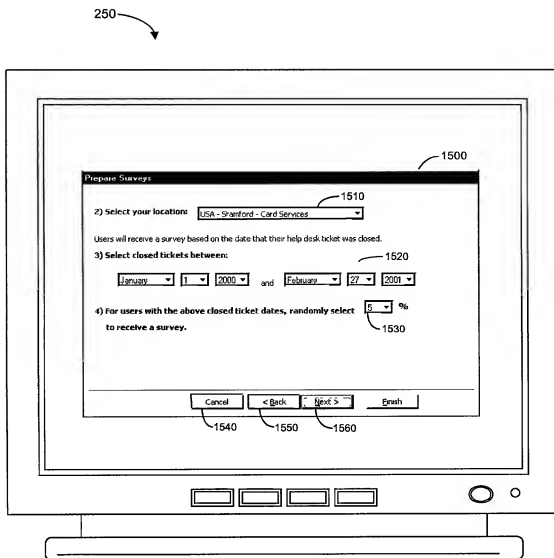


FIG. 15

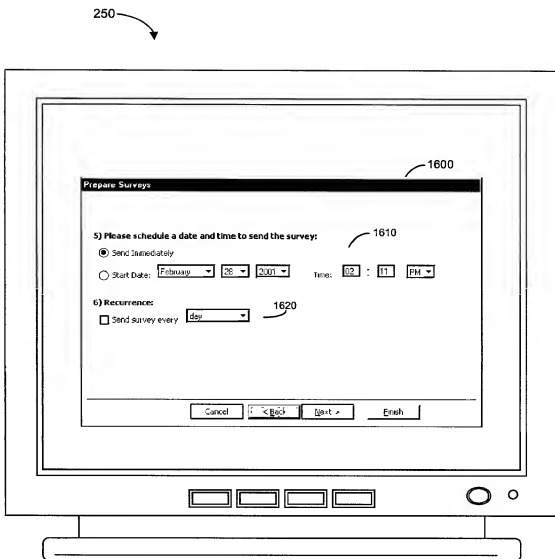


FIG. 16

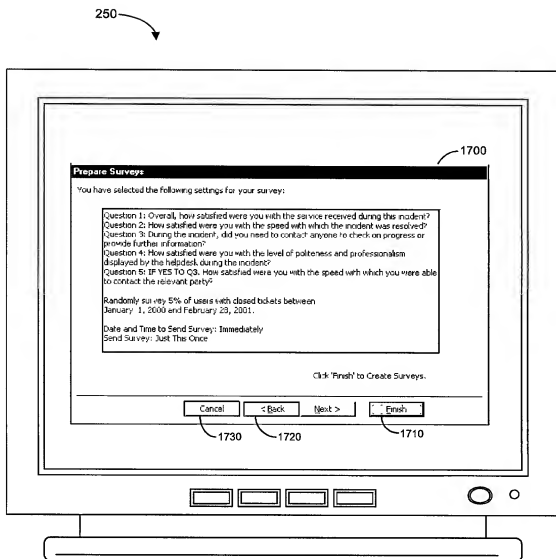
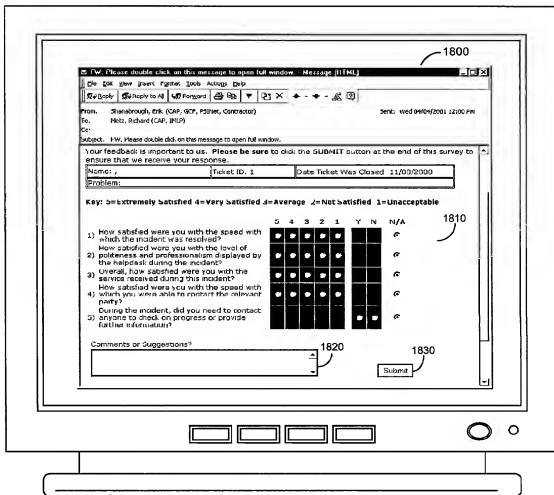


FIG. 17

1001079-10001

550



250



FIG. 19

